Patricia M. French Senior Attorney



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September 14, 2006

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary Department of Telecommunications and Energy One South Station Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 06-31

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's responses to the following Information Requests:

From the DTE:

DTE-BSG-3-5 DTE-BSG-3-6 DTE-BSG-3-23

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Paul Osborne (DTE)
A. John Sullivan (DTE)
Alexander Cochis, Assistant Attorney General (4 copies)
Charles Harak, Esq. (UWUA)
Nicole Horberg Decter, Esq. (USW)
John K. Habib, Esq.

James Avery, Esq.

COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE THIRD SET OF INFORMATION REQUESTS FROM THE DTE D.T.E. 06-31

Date: September 14, 2006

Responsible: Danny G. Cote, General Manager, Operations

DTE-BSG 3-5

Refer to the Company's response to Exh. BSG 1-12. Please provide complete details describing the Company's Logistic Group, including (1) the number and title/function of all employees included in this group, (2) how they communicate between the different departments such as Billing Exceptions, the Contact Center and Metering and Service, and (3) the goals and policies of the group.

RESPONSE:

- (1) Bay State has eleven (11) Logistic Coordinators who are responsible for managing all meter/service department work by prioritizing and assigning service/meter requests to ensure timely emergency response and exceptional customer service.
- (2) The Logistic Coordinators communicate with Contact Center and Field Technicians via email, with Field Technicians accessing email through Bay State's mobile data system. Logistic Coordinators communicate with Operations Supervisors via the Company's email and telephone systems.
- (3) The goals and objectives of Bay State's Logistic Group are to comply with the Company's policies and standards as they relate to emergency response times and to effectively communicate with the field workforce, operating centers, customer contact centers and Operations Supervisors to ensure timely completion of all daily assignments, while providing exceptional customer service.

COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE THIRD SET OF INFORMATION REQUESTS FROM THE DTE D.T.E. 06-31

Date: September 14, 2006

Responsible: Danny G. Cote, General Manager, Operations

DTE-BSG 3-6 Refer to the Company's response to BSG 1-12. Please provide a

copy of the schedule board which matches available manpower to workload, and fully describe how the schedule board functions.

RESPONSE: Please see Table DTE-BSG 3-6 below for a screen print of the

Company's "Schedule Board".

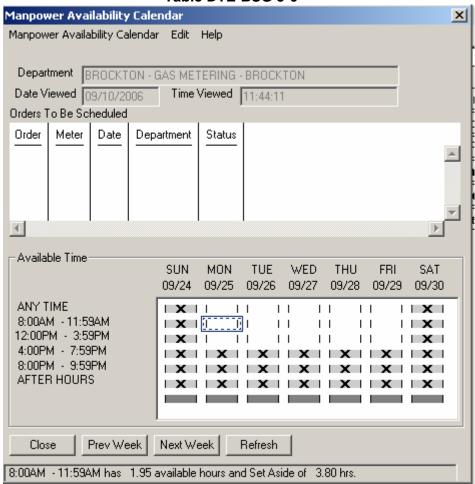


Table DTE-BSG 3-6

Bay State Gas Company D.T.E. 06-31 DTE-BSG 3-6 Page 2 of 2

The Resource Planning department, with the aid of Bay State's Customer Information System (CIS) "Schedule Board," manages workload by matching available manpower with workload requirements. A separate "Schedule Board" is maintained for each of the Company's geographic regions and for each work type (i.e., meter work or service work). The Company has three service territories (i.e., Brockton, Lawrence and Springfield), which are segmented into 13 geographic regions. Each "Schedule Board" is pre-loaded with the net amount of all the meter and service technician labor hours available for scheduled work for a given day. The net amount of hours or available time is based on the total amount of hours for all meter and service technicians, less an adjustment for planned unavailable time (lunches, breaks, and travel time), and time reserved to handle emergencies or other unplanned same day work.

If a customer calls requesting service, a Customer Service Representative will schedule the work based on the manpower availability as indicated on the "Schedule Board." Except for emergency work, if manpower is unavailable for that day, given all the considerations referenced above, the requested work will be scheduled to be provided at the next available time on the "Schedule Board."

COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE THIRD SET OF INFORMATION REQUESTS FROM THE DTE D.T.E. 06-31

Date: September 14, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-3-23

Refer to the Company's response to DTE BSG-1-10 c (Supp.) at 11. Please explain whether there were there any organizational events or problems that led to the issuance of an employee survey. Have the results of the survey been complied? If so, provide a copy of the survey results, as well as any papers, memos or presentations made to management associated with this survey. If possible, also provide a breakdown of results for Bay State staff only.

RESPONSE:

There were no organizational events or problems that led to the issuance of the 2006 NiSource employee survey. The survey was designed to proactively assess key aspects of the work environment.

See Attachment DTE-BSG-3-23 (a) for a summary of the purpose of the survey, Attachment DTE-BSG-3-23 (b) for the survey results and Attachment DTE-BSG-3-23 (c) for survey results by Bay State Gas / Northern Utilities business units.

Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-23 (A) Page 1 of 2

Source 2006 Employee Survey

Fact Sheet/Q&A

The survey is designed to:

Summary:

April 26, 2006

_					
	From May 3-19,	NiSource will	conduct a survey	of all employees	across the company

- · Be simple to complete and administer (one page, only 14 questions);
- Focus on the daily work environment that employees and teams experience;
- · Provide information that leaders and teams can use for follow-up planning;

 Set a baseline for conducting future surveys and measuring improvement over time.
Employees will be able to complete the survey anonymously online or via paper forms.
An email link will be sent to all NiSource email addresses May 3.
Paper survey packages will be mailed to supervisors at field locations the week of May 1.
To provide focus for follow-up activities, employees are asked two demographics questions: Do they supervise others? What work unit are they a part of? (Note: Reports are not provided for groups fewer than 5 people.)
Surveys should be completed online or postmarked to the third-party processor by May 19.
Bob Skaggs and Executive Council will communicate results to all employees in June.

Also in June, most managers will receive work unit-level results to share with their teams.

Q&A:

Why is NiSource conducting an all-employee survey?

along with a guide for suggested follow-up activities.

Actively engaged employees are a key to delivering business results. Understanding how employees view the work environment can help our leaders and teams take steps to become more engaged and effective, which is a goal in many of our Operating Plans and business models.

How will the survey be administered?

During the week of May 1, all NiSource employees with e-mail addresses will receive a message and link inviting them to complete the survey anonymously online. That same week, supervisors in field and operations locations will receive a paper survey kit for employees who do not have computer access. The survey kit will have a supply of paper surveys and instructions for distributing and collecting completed surveys (such as during a safety meeting or other team gathering). The kit will include a confidential return envelope for sending completed surveys to an outside PO Box. Completed surveys will be handled only by the third-party, not by NiSource employees. The online and paper surveys will include identical questions.

(more)

Employee Survey Fact Sheet/Q&A Page 2 of 2

How long should it take to complete the survey?

The survey includes only 14 questions, and should require only a few minutes to complete.

Will employee responses be anonymous?

Yes. Both the online and paper versions of the survey are anonymous. The online survey tool cannot identity who has completed the survey. Paper surveys will be returned to an outside PO box that has been established specifically for this activity. A third party contractor will retrieve the surveys, compile the data and shred all paper copies. Nobody from NiSource will handle completed paper surveys.

Is it "mandatory" that people complete the survey?

No, the survey is not mandatory, but we hope people will feel free to share their honest views so that we can establish a benchmark for future improvements.

Should IBM or other contract employees complete the survey?

No, the survey is designed only for NiSource employees.

Why are we doing the survey now?

The survey timing coordinates with a number of other initiatives taking place across NiSource this year, including Distribution Work Management/GIS and the upcoming Supply Chain, Finance & Accounting and Human Resources business transformations.

Will the employee survey results be used to evaluate managers or teams?

No. We realize many factors can influence or contribute to the survey results. We expect that managers and teams will want to consider the results for their area so they can identify possible ways to make improvements, but this information will not be used to evaluate the performance of any individuals or groups.

Will senior management acknowledge the survey results?

Follow-up actions are critically important for the success of this and future surveys. CEO Bob Skaggs and the NiSource Executive Council will carefully review the survey results and take the lead in communicating the results broadly for all employees via *MySource* and other means.

What are the follow-up expectations for leaders after the survey is complete?

Work unit results (in most cases down to the manager level) will be shared with leaders, who will be expected to share and discuss these results with their teams. The survey reports will come with a simple leadership guide for conducting individual and/or team follow-up activities. The guide will include suggestions for linking follow-up activities with existing meetings, projects or ongoing work.

How will we track future improvements?

This survey establishes a baseline for conducting <u>annual employee surveys</u> that will track our progress and improvements over time. An index of our annual employee survey results will be included as a key measure in NiSource's ongoing <u>Corporate Balanced Scorecard</u>.

Who can I contact if I have questions or need assistance?

Please contact Joanne Bronikowski in Organizational Development, (304) 357-2853.



Dear Fellow Employees:

I want to thank all of you who took the opportunity to share your views in the first annual NiSource-wide Employee Survey. The results are in and I'm pleased to report that the response rate and scores were strong across NiSource.

We had a total response rate of **73 percent**, which is excellent for this type of survey. Of the **5,398** completed surveys, 2,218 were filled out on paper and the rest were completed online. A total of 937 people who completed the survey said they were supervisors, while 4,461 indicated that they did not supervise others.

As for the results, a complete report on the overall survey sco res follows this note. Here are some highlights:

- A whopping 85 percent of employees surveyed said they agreed or strongly agreed that employee
 safety is valued in their work unit. In fact, this question had the highest level of "strong agreement" in
 the entire survey. This is a great testimony to everyone who makes safety a top priority in their daily
 work.
- Nearly 9 out of 10 employees agreed that they have a clear understanding of what is expected of them on the job, and that the work they do is important. These are both critical fa ctors in building a positive, performance-based culture.
- About three-fourths of those surveyed said they have the tools and equipment they need to do
 their jobs, while more than 7 out of 10 said they get the information needed to properly do their
 work.
- When considering areas for improve ment, we found that 42 percent of those surveyed disagreed with the statement that they understand the reasons behind major changes that affect their work unit.
- Also, about 3 out of 10 non-supervisors said they do not receive constructive feedback on the work they do, and that they are not involved in making decisions that affect their work.

Of course, reviewing the overall results is just part of the follow-up process. We also are providing leaders with breakout reports for their department/functional areas (in many cases down to the manager level). You should be hearing more about your department's survey results as leaders follow-up with teams and share results during the coming weeks.

For me, the survey results are both encouraging and challenging. We are clearly strong in many areas, but there is room to improve. In both cases, this survey has provided a solid baseline for us to build on as we move forward. I sincerely appreciate your ongoing support and your commitment to help make NiSource the premiere regulated energy company in North America.

Sincerely, Bob Skaggs President and CEO



The 2006 NiSource Employee Survey

2006 NiSource Employee Survey Results

	Total		Non-
	NiSource	Supervisors	Supervisors
Responses:	5,398	937	4,461

Q1. I clearly understand what is expected of me at work.

Strongly Agree	37	47	35
Agree	50	44	51
Disagree	8	6	9
Strongly Disagree	3	2	3
No Opinion	2 100%	1 100%	2 100%
% Agree/Strongly Agree:	87	91	86

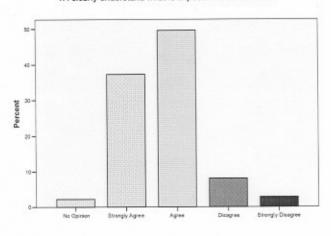
Q2. I know how my job fits into NiSource's business strategy.

strategy.			
Strongly Agree	24	38	21
Agree	49	47	50
Disagree	16	9	17
Strongly Disagree	5	4	6
No Opinion	6	2	7
	100%	100%	100%
% Agree/Strongly			
Agree:	73	85	71

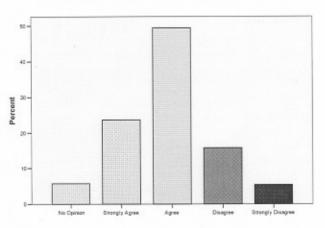
Q3. I have the tools and equipment I need to work efficiently.

efficiently.			
Strongly Agree	21	21	21
Agree	53	56	53
Disagree	17	17	17
Strongly Disagree	7	4	7
No Opinion	2	2	2
	100%	100%	100%
% Agree/Strongly			
Agree:	74	77	74

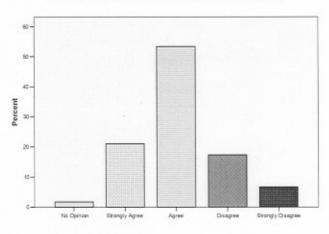
1. I clearly understand what is expected of me at work.



2. I know how my job fits into NiSource's business strategy.



3. I have the tools and equipment I need to work efficiently.



4. Employee safety is valued in my work unit.

	NiSource	Supervisors	Supervisors
Q4. Employee sat	fety is valued	in my work ur	nit.
Strongly Agree	46	65	41
Agree	40	27	42
Disagree	6	2	7
Strongly Disagree	4	1	4
No Opinion	5	4	5
	100%	100%	100%
% Agree/Strongly			

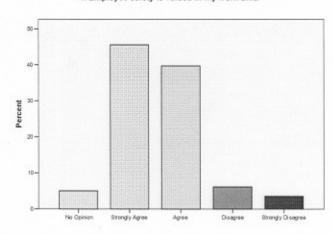
85

92

Non-

84

Total

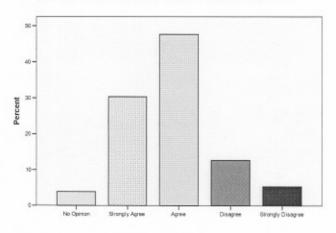


Q5. People in my work unit are accountable for delivering results.

Agree:

9			
Strongly Agree	30	44	27
Agree	48	44	48
Disagree	13	8	14
Strongly Disagree	5	2	6
No Opinion	4	1	4
	100%	100%	100%
% Agree/Strongly			
Agree:	78	88	76

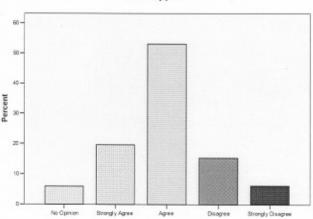
5. People in my work unit are accountable for delivering results.



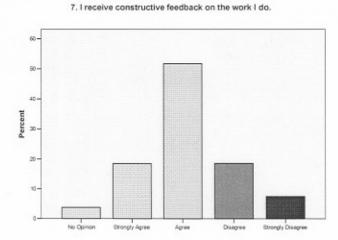
Q6. In the past 12 months, I have had opportunities to develop the skills I need to do my job.

Strongly Agree	20	24	19
Agree	53	55	53
Disagree	15	14	16
Strongly Disagree	6	4	7
No Opinion	6	2	7
	100%	100%	100%
% Agree/Strongly			
Agree:	73	79	71

 In the past 12 months, I have had opportunities to develop the skills I need to do my job.

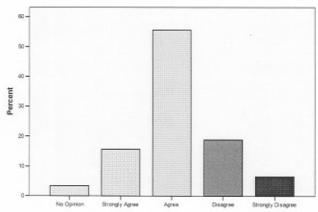


	Total NiSource	Supervisors	Non- Supervisors
Q7. I receive cons	structive feed	back on the w	ork I do.
Strongly Agree	18	25	17
Agree	52	54	51
Disagree	19	14	20
Strongly Disagree	7	5	8
No Opinion	4	1	4
	100%	100%	100%
% Agree/Strongly Agree;	70	80	68



8. I get the information I need to properly do my job.

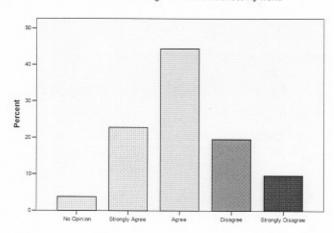
Q8. I get the inform	mation I need	to properly d	o my job.
Strongly Agree	16	20	15
Agree	56	61	54
Disagree	19	13	20
Strongly Disagree	7	4	7
No Opinion	3	1	4
	100%	100%	100%
% Agree/Strongly			
Agree:	71	82	69



Q9. I am involved in making decisions that affect my work.

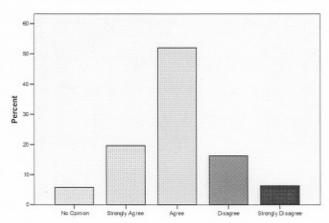
,			
Strongly Agree	23	41	19
Agree	44	42	45
Disagree	20	11	21
Strongly Disagree	10	4	11
No Opinion	4 100%	1	4
	100%	<u>100%</u>	100%
% Agree/Strongly			
Agree:	67	84	64

9. I am involved in making decisions that affect my work.



	Total NiSource		Non- Supervisors
Q10. I have the operation of the control of the con	portunity to	do work that b	uilds on my
Strongly Agree	20	31	17
Agree	52	53	52
Disagree	16	10	18
Strongly Disagree	6	3	7
No Opinion	6	2	6
	100%	100%	100%
% Agree/Strongly	70		
Agree:	72	84	69

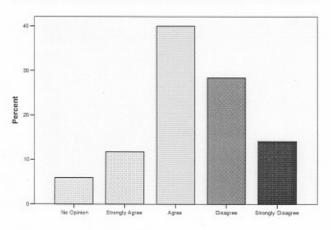
10. I have the opportunity to do work that builds on my strengths.



Q11. I understand the reasons behind major decisions that affect my work unit.

that affect my wo	IN WIIIL		
Strongly Agree	12	23	9
Agree	40	48	38
Disagree	28	19	30
Strongly Disagree	14	8	15
No Opinion	6	2	7
	100%	100%	100%
% Agree/Strongly			
Agree:	52	71	48

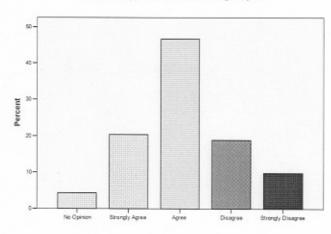
11. I understand the reasons behind major decisions that affect my work unit.



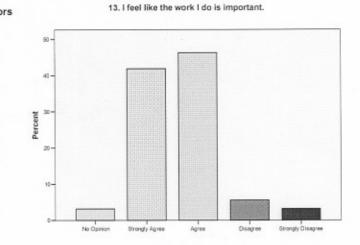
Q12. I receive appreciation when I do a good job.

attail receive app	CCIALION WING	ii i uo a good	Job.
Strongly Agree	20	28	19
Agree	47	48	46
Disagree	19	14	20
Strongly Disagree	10	7	10
No Opinion	4	2	5
	100%	100%	100%
% Agree/Strongly			
Agree:	67	76	65

12. I receive appreciation when I do a good job.



	Total NiSource	Supervisors	Non- Supervisor
Q13. I feel like the w	ork I do is ir	nportant.	
Strongly Agree	42	56	39
Agree	46	37	48
Disagree	6	2	6
Strongly Disagree	3	2	3
No Opinion	3	2	3
	100%	100%	100%
% Agree/Strongly Agree:	88	93	87



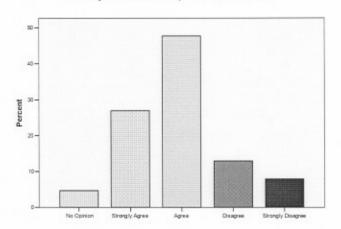
14. In my work unit I feel respected as an individual.

Q14. In my work unit I feel respected as an individual. Strongly Agree 48 44 48 Agree Disagree 8 14 13 9 Strongly Disagree 8 5 No Opinion 5 2 5 100% 100% 100%

75

85

72



For more information:

% Agree/Strongly Agree:

If you have questions regarding the NiSource Employee Survey, please contact **Joanne Bronikowski** in NiSource's Organization Development group: (304) 357-2853.

Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-23 (C) Page 1 of 45

The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU

Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-23 (C) Page 2 of 45

The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Systems Operations

		Total	Supervisors	Non-Superviso
System Ops, BSG-NU (Argo)		N = 36	N = 6	N = 30
. I clearly understand what is expected of me	Strongly Agree	50%	50%	50%
t work.	Agree	50%	50%	50%
	Disagree	0%	0%	0%
	Strongly Disagree	0%	0%	0%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	100%	100%	100%
. I know how my job fits into NiSource's	Strongly Agree	22%	33%	20%
usiness strategy.	Agree	47%	67%	43%
	Disagree	17%	0%	20%
	Strongly Disagree	0%	0%	0%
	No Opinion	14%	0%	17%
	Total	100%	100%	100%
	Agree/Strongly Agree	69%	100%	63%
I have the tools and equipment I need to	Strongly Agree	28%	33%	27%
ork efficiently.	Agree	64%	67%	63%
	Disagree	6%	0%	7%
	Strongly Disagree	0%	0%	0%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	92%	100%	90%
Employee safety is valued in my work unit.	Strongly Agree	64%	100%	57%
	Agree	36%	0%	43%
	Disagree	0%	0%	0%
	Strongly Disagree	0%	0%	. 0%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	100%	100%	100%
People in my work unit are accountable for	Strongly Agree	47%	83%	40%
elivering results.	Agree	47%	17%	53%
	Disagree	3%	0%	3%
	Strongly Disagree	0%	0%	0%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	94%	100%	93%
. In the past 12 months, I have had	Strongly Agree	22%	33%	20%
pportunities to develop the skills I need to do by job.	Agree	53%	67%	50%
y Job.	Disagree	14%	0%	17%
	Strongly Disagree	6%	0%	7%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	75%	100%	70%
. I receive constructive feedback on the work	Strongly Agree	31%	33%	30%
do.	Agree	47%	50%	47%
	Disagree	14%	17%	13%
	Strongly Disagree	6%	0%	7%

	*	Total	Supervisors	Non-Superviso
System Ops, BSG-NU (Argo)		N = 36	N = 6	N = 30
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	78%	83%	77%
I get the information I need to properly do	Strongly Agree	33%	33%	33%
y job.	Agree	56%	67%	53%
	Disagree	8%	0%	10%
	Strongly Disagree	3%	0%	3%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	100%	87%
I am involved in making decisions that affect	ct Strongly Agree	36%	33%	37%
y work.	Agree	47%	50%	47%
	Disagree	11%	17%	10%
	Strongly Disagree	3%	0%	3%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	83%	83%	83%
. I have the opportunity to do work that	Strongly Agree	28%	33%	27%
ilds on my strengths.	Agree	61%	50%	63%
	Disagree	11%	17%	10%
	Strongly Disagree	0%	0%	0%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	83%	90%
. I understand the reasons behind major	Strongly Agree	14%	0%	17%
cisions that affect my work unit.	Agree	50%	67%	47%
	Disagree	28%	33%	27%
	Strongly Disagree	3%	0%	3%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	64%	67%	63%
. I receive appreciation when I do a good	Strongly Agree	42%	67%	37%
b.	Agree	39%	0%	47%
	Disagree	14%	33%	10%
	Strongly Disagree	3%	0%	3%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	81%	67%	83%
I feel like the work I do is important.	Strongly Agree	50%	67%	47%
	Agree	44%	33%	
	Disagree	6%		47%
	Strongly Disagree		0%	7%
	No Opinion	0%	0%	0%
	Total	0%	0%	0%
	Agree/Strongly Agree	100%	100%	100%
. In my work unit I feel respected as an		94%	100%	93%
d. in my work unit i feel respected as an ndividual.	Strongly Agree	42%	50%	40%

Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-23 (C)

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Page	5	of	45	5

		Total	Supervisors	Non-Supervisors
System Ops, BSG-NU (Argo)		N = 36	N = 6	N = 30
Thatviauai.	Agree	44%	17%	50%
	Disagree	6%	33%	0%
	Strongly Disagree	3%	0%	3%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	86%	67%	90%

Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-23 (C) Page 6 of 45

The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Service Planning

		Total	Supervisors	Non-Supervisor
Service Planning-Ply (Steele)		N = 66	N = 5	N = 61
. I clearly understand what is expected of me	Strongly Agree	62%	20%	66%
it work.	Agree	33%	60%	31%
	Disagree	5%	20%	3%
	Strongly Disagree	0%	0%	0%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	95%	80%	97%
. I know how my job fits into NiSource's	Strongly Agree	48%	40%	49%
usiness strategy.	Agree	38%	40%	38%
	Disagree	6%	20%	5%
	Strongly Disagree	0%	0%	0%
	No Opinion	8%	0%	8%
	Total	100%	100%	100%
	Agree/Strongly Agree	86%	80%	87%
. I have the tools and equipment I need to	Strongly Agree	47%	20%	49%
ork efficiently.	Agree	44%	40%	44%
	Disagree	9%	40%	7%
	Strongly Disagree	0%	0%	0%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	91%	60%	93%
. Employee safety is valued in my work unit.	Strongly Agree	56%	60%	56%
	Agree	33%	40%	33%
	Disagree	9%	0%	10%
	Strongly Disagree	0%	0%	0%
	No Opinion	2%	0%	2%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	100%	89%
. People in my work unit are accountable for	Strongly Agree	47%	20%	49%
elivering results.	Agree	42%	0%	46%
	Disagree	8%	60%	3%
	Strongly Disagree	2%	20%	0%
	No Opinion	2%	0%	2%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	20%	95%
. In the past 12 months, I have had	Strongly Agree	45%	0%	49%
pportunities to develop the skills I need to do	Agree	38%	60%	36%
ny job.	Disagree	9%	40%	7%
	Strongly Disagree	2%	0%	2%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	83%	60%	
. I receive constructive feedback on the work	Strongly Agree	32%	0%	85%
do.	Agree	39%	40%	34%
	Disagree	17%		39%
		1 / 70	60%	13%

		Total	Supervisors	Non-Supervisors
Service Planning-Ply (Steele)		N = 66	N = 5	N = 61
, , , , , , , , , , , , , , , , , , , ,	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	71%	40%	74%
. I get the information I need to properly do	Strongly Agree	33%	0%	36%
ny job.	Agree	50%	60%	49%
	Disagree	12%	40%	10%
	Strongly Disagree	2%	0%	2%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	83%	60%	85%
. I am involved in making decisions that affe	ct Strongly Agree	30%	20%	31%
ny work.	Agree	33%	40%	33%
	Disagree	21%	20%	21%
	Strongly Disagree	6%	20%	5%
	No Opinion	9%	0%	10%
	Total	100%	100%	100%
	Agree/Strongly Agree	64%	60%	64%
0. I have the opportunity to do work that	Strongly Agree	29%	20%	30%
uilds on my strengths.	Agree	32%	40%	31%
	Disagree	24%	40%	23%
	Strongly Disagree	5%	0%	5%
	No Opinion	11%	0%	11%
	Total	100%	100%	100%
	Agree/Strongly Agree	61%	60%	61%
I understand the reasons behind major	Strongly Agree	23%	20%	23%
lecisions that affect my work unit.	Agree	39%	40%	39%
	Disagree	23%	20%	23%
	Strongly Disagree	8%	20%	7%
	No Opinion	8%	0%	8%
	Total	100%	100%	100%
	Agree/Strongly Agree	62%	60%	62%
2. I receive appreciation when I do a good	Strongly Agree	29%	0%	31%
ob.	Agree	44%	80%	41%
	Disagree	12%	0%	13%
	Strongly Disagree	9%	20%	8%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	73%	80%	72%
3. I feel like the work I do is important.	Strongly Agree	36%	20%	38%
	Agree	53%	80%	51%
	Disagree	3%	0%	
	Strongly Disagree	0%		3%
	No Opinion	8%	0%	0%
	Total		0%	8%
	Agree/Strongly Agree	100%	100%	100%
4. In my work unit I feel respected as an	Strongly Agree	89%	100%	89%
ndividual.	anangij rigiec	39%	0%	43%

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			Total	Supervisors	Non-Supervisors
Service Planning-Ply (Steele)			N = 66	N = 5	N = 61
naiviauai.		Agree	41%	60%	39%
		Disagree	8%	20%	7%
		Strongly Disagree	2%	20%	0%
		No Opinion	11%	0%	11%
		Total	100%	100%	100%
		Agree/Strongly Agree	80%	60%	82%

The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Operations Center (Portsmouth)

		Total	Supervisors	Non-Superviso
ps Ctr-Portsmouth, NH (DaSilva)		N = 29	N = 8	N = 21
. I clearly understand what is expected of me	Strongly Agree	21%	38%	14%
t work.	Agree	52%	38%	57%
	Disagree	21%	25%	19%
	Strongly Disagree	7%	0%	10%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	72%	75%	71%
I know how my job fits into NiSource's	Strongly Agree	10%	0%	14%
usiness strategy.	Agree	66%	88%	57%
	Disagree	7%	0%	10%
	Strongly Disagree	14%	13%	14%
	No Opinion	3%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	76%	88%	71%
I have the tools and equipment I need to	Strongly Agree	17%	13%	19%
ork efficiently.	Agree	55%	63%	52%
	Disagree	10%	13%	10%
	Strongly Disagree	17%	13%	19%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	72%	75%	71%
Employee safety is valued in my work unit.	Strongly Agree	34%	50%	29%
	Agree	38%	25%	43%
	Disagree	14%	25%	10%
	Strongly Disagree	14%	0%	19%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	72%	75%	71%
People in my work unit are accountable for	Strongly Agree	10%	13%	10%
elivering results.	Agree	55%	50%	57%
	Disagree	14%	25%	10%
	Strongly Disagree	21%	13%	24%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	66%	63%	67%
In the past 12 months, I have had	Strongly Agree	14%	0%	19%
pportunities to develop the skills I need to do		52%	88%	38%
y job.	Disagree	10%	0%	14%
	Strongly Disagree	21%	13%	24%
	No Opinion	3%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	66%	88%	57%
. I receive constructive feedback on the work	Strongly Agree	17%	0%	24%
do.	Agree	48%	88%	
	Disagree	10%	13%	33% 10%
		1076	13%	10%

		Total	Supervisors	Non-Supervisors
Ops Ctr-Portsmouth, NH (DaSilva)	ter ti	N = 29	N = 8	N = 21
opo da i ditambatijim (padina)	No Opinion	3%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	66%	88%	57%
. I get the information I need to properly do	Strongly Agree	7%	0%	10%
ny job.	Agree	48%	38%	52%
	Disagree	28%	38%	24%
	Strongly Disagree	17%	25%	14%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	55%	38%	62%
. I am involved in making decisions that affect	ct Strongly Agree	24%	25%	24%
ny work.	Agree	41%	50%	38%
	Disagree	10%	25%	5%
	Strongly Disagree	21%	0%	29%
	No Opinion	3%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	66%	75%	62%
0. I have the opportunity to do work that	Strongly Agree	10%	0%	14%
ouilds on my strengths.	Agree	48%	88%	33%
	Disagree	17%	13%	19%
	Strongly Disagree	21%	0%	29%
	No Opinion	3%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	59%	88%	48%
1. I understand the reasons behind major	Strongly Agree	3%	0%	5%
decisions that affect my work unit.	Agree	48%	63%	43%
	Disagree	21%	13%	24%
	Strongly Disagree	24%	13%	29%
	No Opinion	3%	13%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	52%	63%	48%
12. I receive appreciation when I do a good	Strongly Agree	14%	25%	10%
ob.	Agree	52%	50%	52%
	Disagree	14%	25%	10%
	Strongly Disagree	21%	0%	29%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	66%	75%	62%
13. I feel like the work I do is important.	Strongly Agree	34%	50%	29%
	Agree	45%	38%	48%
	Disagree	7%	13%	5%
	Strongly Disagree	14%	0%	19%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	79%	88%	76%
14. In my work unit I feel respected as an	Strongly Agree		38%	10%

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				1 agc 10 01 40
		Total	Supervisors	Non-Supervisors
Ops Ctr-Portsmouth, NH (DaSilva)		N = 29 N = 8 N = 2	N = 21	
individual.	Agree	59%	50%	62%
	Disagree	3%	0%	5%
	Strongly Disagree	21%	13%	24%
	No Opinion	0%	0%	0%
	Total	100%	100%	100%
	Agree/Strongly Agree	76%	88%	71%

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Operations Center (Brockton)

		Total	Supervisors	Non-Supervisor
ps-Ctr-Brockton, MA (St Cyr)		N = 75	N = 10	N = 65
. I clearly understand what is expected of me	Strongly Agree	28%	70%	22%
	Agree	61%	30%	66%
	Disagree	7%	0%	8%
	Strongly Disagree	0%	0%	0%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	100%	88%
I know how my job fits into NiSource's	Strongly Agree	15%	30%	12%
usiness strategy.	Agree	44%	50%	43%
	Disagree	24%	10%	26%
	Strongly Disagree	5%	0%	6%
	No Opinion	12%	10%	12%
	Total	100%	100%	100%
	Agree/Strongly Agree	59%	80%	55%
I have the tools and equipment I need to	Strongly Agree	15%	30%	12%
ork efficiently.	Agree	52%	50%	52%
	Disagree	20%	0%	23%
	Strongly Disagree	7%	0%	8%
	No Opinion	7%	20%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	67%	80%	65%
. Employee safety is valued in my work unit.	Strongly Agree	27%	60%	22%
	Agree	43%	20%	46%
	Disagree	9%	10%	9%
	Strongly Disagree	16%	0%	18%
	No Opinion	5%	10%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	69%	80%	68%
People in my work unit are accountable for	Strongly Agree	16%	50%	11%
livering results.	Agree	64%	40%	68%
	Disagree	13%	10%	14%
	Strongly Disagree	1%	0%	2%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	80%	90%	78%
In the past 12 months, I have had	Strongly Agree	15%	30%	12%
portunities to develop the skills I need to do	Agree	57%	70%	55%
y job.	Disagree	20%	0%	23%
	Strongly Disagree	4%	0%	5%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	72%	100%	68%
I receive constructive feedback on the work		15%	30%	12%
lo.	Agree	51%	70%	48%
	Disagree	23%	0%	26%
	Strongly Disagree	9%	0%	11%

		Total	Supervisors	Non-Supervisors
ps-Ctr-Brockton, MA (St Cyr)		N = 75	N = 10	N = 65
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	65%	100%	60%
I get the information I need to properly do	Strongly Agree	15%	20%	14%
ny job.	Agree	52%	70%	49%
	Disagree	23%	10%	25%
	Strongly Disagree	8%	0%	9%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	67%	90%	63%
I am involved in making decisions that affect	ct Strongly Agree	15%	50%	9%
y work.	Agree	53%	40%	55%
	Disagree	21%	10%	23%
	Strongly Disagree	9%	0%	11%
	No Opinion	1%	0%	2%
	Total	100%	100%	100%
	Agree/Strongly Agree	68%	90%	65%
). I have the opportunity to do work that	Strongly Agree	12%	30%	9%
uilds on my strengths.	Agree	65%	60%	66%
	Disagree	13%	0%	15%
	Strongly Disagree	4%	0%	5%
	No Opinion	5%	10%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	77%	90%	75%
11. I understand the reasons behind major	Strongly Agree	7%	30%	3%
ecisions that affect my work unit.	Agree	47%	60%	45%
	Disagree	29%	0%	34%
	Strongly Disagree	13%	10%	14%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	53%	90%	48%
2. I receive appreciation when I do a good	Strongly Agree	17%	40%	14%
b.	Agree	44%	50%	43%
	Disagree	27%	10%	29%
	Strongly Disagree	7%	0%	8%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	61%	90%	57%
3. I feel like the work I do is important.	Strongly Agree	35%	40%	34%
	Agree	53%	50%	54%
	Disagree	3%	0%	3%
	Strongly Disagree	5%	10%	5%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	88%	90%	88%
4. In my work unit I feel respected as an	Strongly Agree	23%	50%	18%

		Total	Supervisors	Non-Supervisors
Ops-Ctr-Brockton, MA (St Cyr)		N = 75	N = 10	N = 65
naiviauai.	Agree	61%	50%	63%
	Disagree	9%	0%	11%
	Strongly Disagree	1%	0%	2%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	84%	100%	82%

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU – Operations Center (Lawrence)

		Total N = 24	Supervisors N = 3	Non-Supervisors N = 21
Ops Ctr-Lawrence, MA (Laghetto)	Strangly Ages			
I clearly understand what is expected of me at work.		46%		sure anonymity,
	Agree	54%	breakout reports are not provided where one group	
	Disagree	0%		ere one group will fewer than 5
	Strongly Disagree	0%		ondents.
	No Opinion	0%	Tep	ondents.
	Total	100%		
	Agree/Strongly Agree	100%		
2. I know how my job fits into NiSource's	Strongly Agree	25%		
business strategy.	Agree	67%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	92%		
3. I have the tools and equipment I need to	Strongly Agree	25%		
work efficiently.	Agree	71%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	96%		
4. Employee safety is valued in my work unit.	Strongly Agree	46%		
	Agree	54%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
5. People in my work unit are accountable for	Strongly Agree	29%		
delivering results.	Agree	67%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	96%		
6. In the past 12 months, I have had	Strongly Agree	38%		
opportunities to develop the skills I need to do	Agree	54%		
my job.	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	92%		
7. I receive constructive feedback on the work		25%		
I do.	Agree	63%		
	1 129 WW	0370		
	Disagree	8%		

		Total	Supervisors	Non-Supervisors
Ops Ctr-Lawrence, MA (Laghetto)		N = 24	N = 3	N = 21
opo ou marriad in the great y	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	88%		
. I get the information I need to properly do	Strongly Agree	29%		
ny job.	Agree	63%		
	Disagree	8%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	92%		
. I am involved in making decisions that affect	ct Strongly Agree	38%		
ny work.	Agree	50%		
	Disagree	8%		
	Strongly Disagree	0%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	88%		
0. I have the opportunity to do work that	Strongly Agree	38%		
ouilds on my strengths.	Agree	54%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	92%		
1. I understand the reasons behind major	Strongly Agree	21%		
lecisions that affect my work unit.	Agree	63%		
	Disagree	8%		
	Strongly Disagree	0%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	83%		
12. I receive appreciation when I do a good	Strongly Agree	29%		
ob.	Agree	67%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	96%		
13. I feel like the work I do is important.	Strongly Agree	38%		
	Agree	46%		
	Disagree	8%		
	Strongly Disagree	0%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	83%		
14. In my work unit I feel respected as an	Strongly Agree			
individual.	Strongly Agree	21%		

		Total	Supervisors	Non-Supervisors
Ops Ctr-Lawrence, MA (Laghetto)		N = 24	N = 3	N = 21
individual.	Agree	75%		
	Disagree	4%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	96%		

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Operations Center (Springfield)

		Total	Supervisors	Non-Supervisor
Ops Ctr-Springfield, MA (Bellino)		N = 97	N = 10	N = 87
. I clearly understand what is expected of me	Strongly Agree	31%	20%	32%
at work.	Agree	60%	60%	60%
	Disagree	5%	10%	5%
	Strongly Disagree	1%	10%	0%
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	91%	80%	92%
l. I know how my job fits into NiSource's	Strongly Agree	22%	40%	20%
ousiness strategy.	Agree	46%	40%	47%
	Disagree	19%	10%	20%
	Strongly Disagree	6%	10%	6%
	No Opinion	7%	0%	8%
	Total	100%	100%	100%
	Agree/Strongly Agree	68%	80%	67%
. I have the tools and equipment I need to	Strongly Agree	15%	0%	17%
vork efficiently.	Agree	60%	70%	59%
	Disagree	19%	10%	20%
	Strongly Disagree	4%	10%	3%
	No Opinion	2%	10%	1%
	Total	100%	100%	100%
	Agree/Strongly Agree	75%	70%	76%
4. Employee safety is valued in my work unit.	Strongly Agree	30%	50%	28%
	Agree	55%	50%	55%
	Disagree	6%	0%	7%
	Strongly Disagree	4%	0%	5%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	85%	100%	83%
. People in my work unit are accountable for	Strongly Agree	13%	30%	11%
delivering results.	Agree	60%	50%	61%
	Disagree	16%	20%	16%
	Strongly Disagree	5%	0%	6%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	73%	80%	72%
. In the past 12 months, I have had	Strongly Agree	15%	10%	16%
apportunities to develop the skills I need to do ny job.		53%	50%	53%
	Disagree	18%	20%	17%
	Strongly Disagree	6%	10%	6%
	No Opinion	8%	10%	8%
	Total	100%	100%	100%
	Agree/Strongly Agree	68%	60%	69%
. I receive constructive feedback on the work	Strongly Agree	14%	10%	15%
do.	Agree	55%	60%	54%
	Disagree	21%	20%	21%
	Strongly Disagree	7%	10%	7%

		Total	Supervisors	Non-Supervisors
Ops Ctr-Springfield, MA (Bellino)		N = 97	N = 10	N = 87
	No Opinion	3%	0%	3%
	Total	100%	100%	100%
	Agree/Strongly Agree	69%	70%	69%
B. I get the information I need to properly do	Strongly Agree	7%	0%	8%
my job.	Agree	54%	80%	51%
	Disagree	30%	10%	32%
	Strongly Disagree	3%	10%	2%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	61%	80%	59%
9. I am involved in making decisions that affe		18%	10%	18%
ny work.	Agree	46%	60%	45%
	Disagree	24%	20%	24%
	Strongly Disagree	8%	10%	8%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	64%	70%	63%
10. I have the opportunity to do work that	Strongly Agree	9%	0%	10%
ouilds on my strengths.	Agree	55%	70%	53%
	Disagree	25%	20%	25%
	Strongly Disagree	2%	10%	1%
	No Opinion	9%	0%	10%
	Total	100%	100%	100%
	Agree/Strongly Agree	64%	70%	63%
1. I understand the reasons behind major	Strongly Agree	5%	10%	5%
decisions that affect my work unit.	Agree	38%	80%	33%
	Disagree	29%	0%	32%
	Strongly Disagree	16%	10%	17%
	No Opinion	11%	0%	13%
	Total	100%	100%	100%
	Agree/Strongly Agree	43%	90%	38%
12. I receive appreciation when I do a good	Strongly Agree	9%	10%	9%
ob.	Agree	40%	70%	37%
	Disagree	34%	20%	36%
	Strongly Disagree	10%	0%	11%
	No Opinion	6%	0%	7%
	Total	100%	100%	100%
	Agree/Strongly Agree	49%	80%	46%
I feel like the work I do is important.	Strongly Agree	32%	50%	30%
	Agree	57%	40%	59%
	Disagree	4%	0%	- 5%
	Strongly Disagree	2%	10%	1%
	No Opinion	5%	0%	6%
	Total	100%	100%	100%
	Agree/Strongly Agree	89%	90%	89%
 In my work unit I feel respected as an ndividual. 	Strongly Agree	15%	30%	14%

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		Total	Supervisors	Non-Supervisors
Ops Ctr-Springfield, MA (Bellino)		N = 97	N = 10	N = 87
Individual.	Agree	57%	50%	57%
	Disagree	21%	10%	22%
	Strongly Disagree	3%	10%	2%
	No Opinion	4%	0%	5%
	Total	100%	100%	100%
	Agree/Strongly Agree	72%	80%	71%

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Regulatory Affairs

		Non-Supervisors	Supervisors	Total
BSG/NU (Bryant)		N = 20	N = 4	N = 16
I clearly understand what is expected of me	Strongly Agree	75%	Note: To ensur	re anonymity
at work.	Agree	25%	breakout rep	orts are not
	Disagree	0%	provided whe	
	Strongly Disagree	0%	will include f	
	No Opinion	0%	repond	lents.
	Total	100%		
	Agree/Strongly Agree	100%		
2. I know how my job fits into NiSource's	Strongly Agree	63%		
business strategy.	Agree	38%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
3. I have the tools and equipment I need to	Strongly Agree	31%		
work efficiently.	Agree	69%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
4. Employee safety is valued in my work unit.	Strongly Agree	63%		
s. Employee salety is valued in my work unit.	Agree	25%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	13%		
	Total	100%		
	Agree/Strongly Agree	88%		
5. People in my work unit are accountable for	Strongly Agree	75%		
delivering results.	Agree	25%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
6. In the past 12 months, I have had	Strongly Agree	56%		
opportunities to develop the skills I need to do	Agree	44%		
my job.	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
7. I receive constructive feedback on the work		31%		
I do.	Agree	63%		
	Disagree	6%		
		0 /0		

		Non-Supervisors	Supervisors	Total
BSG/NU (Bryant)		N = 20	N = 4	N = 16
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		
I. I get the information I need to properly do	Strongly Agree	44%		
ny job.	Agree	56%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
. I am involved in making decisions that affect	t Strongly Agree	44%		
ny work.	Agree	50%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		
0. I have the opportunity to do work that	Strongly Agree	44%		
ouilds on my strengths.	Agree	50%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		
1. I understand the reasons behind major	Strongly Agree	44%		
lecisions that affect my work unit.	Agree	44%		
	Disagree	13%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	88%		
2. I receive appreciation when I do a good	Strongly Agree	38%		
ob.	Agree	50%		
	Disagree	13%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	88%		
3. I feel like the work I do is important.	Strongly Agree	56%		
	Agree	38%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		
4. In my work unit I feel respected as an ndividual.	Strongly Agree	50%		

	10 H	Non-Supervisors	Supervisors	Total
BSG/NU (Bryant)		N = 20	N = 4	N = 16
individual.	Agree	44%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Call Centers

		Total	Supervisors	Non-Supervisors
Call Centers (Teague)		N = 50	N = 4	N = 46
	Strongly Agree	42%	Note: To en	sure anonymity,
t work.	Agree	52%	breakout	reports are not
	Disagree	0%		ere one group wil
	Strongly Disagree	2%		fewer than 5
	No Opinion	4%	rep	ondents.
	Total	100%		
	Agree/Strongly Agree	94%		
. I know how my job fits into NiSource's	Strongly Agree	24%		
usiness strategy.	Agree	52%		
	Disagree	14%		
	Strongly Disagree	2%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	76%		
. I have the tools and equipment I need to	Strongly Agree	12%		
vork efficiently.	Agree	54%		
	Disagree	26%		
	Strongly Disagree	8%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	66%		
. Employee safety is valued in my work unit.	Strongly Agree	16%		
	Agree	42%		
	Disagree	28%		
	Strongly Disagree	14%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	58%		
. People in my work unit are accountable for	Strongly Agree	14%		
delivering results.	Agree	64%		
	Disagree	20%		
	Strongly Disagree	0%		
	No Opinion	2%		
	Total	100%		
	Agree/Strongly Agree	78%		
i. In the past 12 months, I have had	Strongly Agree	12%		
opportunities to develop the skills I need to do	Agree	52%		
ny job.	Disagree	24%		
	Strongly Disagree	8%		
	No Opinion	4%		
	Total			
	Agree/Strongly Agree	100%		
7. I receive constructive feedback on the work		64%		
do.		24%		
3000	Agree	46%		
	Disagree	14%		

		Total	Supervisors	Non-Supervisor
Call Centers (Teague)		N = 50	N = 4	N = 46
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	70%		
I get the information I need to properly do	Strongly Agree	8%		
y job.	Agree	54%		
	Disagree	28%		
	Strongly Disagree	6%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	62%		
I am involved in making decisions that affect	ct Strongly Agree	8%		
y work.	Agree	30%		
	Disagree	38%		
	Strongly Disagree	14%		
	No Opinion	10%		
	Total	100%		
	Agree/Strongly Agree	38%		
0. I have the opportunity to do work that	Strongly Agree	14%		
uilds on my strengths.	Agree	42%		
	Disagree	26%		
	Strongly Disagree	10%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	56%		
1. I understand the reasons behind major	Strongly Agree	10%		
ecisions that affect my work unit.	Agree	36%		
	Disagree	36%		
	Strongly Disagree	12%		
	No Opinion	6%		
	Total	100%		
	Agree/Strongly Agree	46%		
2. I receive appreciation when I do a good	Strongly Agree	16%		
ob.	Agree	40%		
	Disagree	26%		
	Strongly Disagree	14%		
	No Opinion	4%		
	Total	100%		
	Agree/Strongly Agree	56%		
I feel like the work I do is important.	Strongly Agree	28%		
	Agree	50%		
	Disagree	10%		
	Strongly Disagree	6%		
	No Opinion	6%		
	Total	100%		
	Agree/Strongly Agree	78%		
In my work unit I feel respected as an ndividual.	Strongly Agree	26%		

		Total	Supervisors	Non-Supervisors
Call Centers (Teague)		N = 50	N = 4	N = 46
individual.	Agree	34%		
	Disagree	18%		
	Strongly Disagree	14%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	60%		

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Corrosion / Leaks / Facilities

		Total	Supervisors	Non-Supervisors
Corrosion-Lks-Facilities, BSG/NU (Merriam)		N = 4	N = 2	N = 2
. I clearly understand what is expected of me	Strongly Agree			
it work.	Agree	Note: To en	sure anonymity	, breakout reports
	Disagree			group will includ
	Strongly Disagree	fe	ewer than 5 repo	ondents.
	No Opinion			
	Total			
	Agree/Strongly Agree			
2. I know how my job fits into NiSource's	Strongly Agree			
ousiness strategy.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
3. I have the tools and equipment I need to	Strongly Agree			
work efficiently.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
1 Employee sefety is valued in my work unit				
Employee safety is valued in my work unit.	Strongly Agree			
	Agree			
	Disagree Strangly Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
5 B	Agree/Strongly Agree			
People in my work unit are accountable for delivering results.	Strongly Agree			
active ting results.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
6. In the past 12 months, I have had	Strongly Agree			
opportunities to develop the skills I need to do my job.				
, , ,	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
7. I receive constructive feedback on the work	Strongly Agree			
l do.	Agree			
	Disagree			
	Strongly Disagree			

		Total	Supervisors	Non-Supervisors
Corrosion-Lks-Facilities, BSG/NU (Merriam)		N = 4	N = 2	N = 2
	No Opinion			
	Total			
	Agree/Strongly Agree			
B. I get the information I need to properly do	Strongly Agree			
my job.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
9. I am involved in making decisions that affect				
my work.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
10. I have the opportunity to do work that	Strongly Agree			
builds on my strengths.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
11. I understand the reasons behind major	Strongly Agree			
decisions that affect my work unit.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
12. I receive appreciation when I do a good	Strongly Agree			
job.	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
	Agree/Strongly Agree			
13. I feel like the work I do is important.	Strongly Agree			
To the same and th	Agree			
	Disagree			
	Strongly Disagree			
	No Opinion			
	Total			
14. In my work unit I feel respected as an	Agree/Strongly Agree			
individual.	Strongly Agree			

		Total	Supervisors	Non-Supervisors	
Corrosion-Lks-Facilities, BSG/NU (Merriam)		N = 4	N = 2	N = 2	
individual.	Agree				
	Disagree				
	Strongly Disagree				
	No Opinion				
	Total				
	Agree/Strongly Agree				

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The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Engineering & Construction

		Total N = 12	Supervisors N = 4	Non-Supervisors N = 8
E & C, BSG-NU (Dalton)	Strangly Agree			
I. I clearly understand what is expected of me at work.	Strongly Agree Agree	42% 42%		nsure anonymity,
	Disagree			reports are not ere one group wil
	Strongly Disagree	17%	•	fewer than 5
		0%		ondents.
	No Opinion Total	0%		
		100%		
I I was been seen in the first and Nicomonto	Agree/Strongly Agree	83%		
2. I know how my job fits into NiSource's ousiness strategy.	Strongly Agree	25%		
actions of atogy.	Agree	42%		
	Disagree Streets Disagree	25%		
	Strongly Disagree	0%		
	No Opinion	8%		
	Total	100%		
	Agree/Strongly Agree	67%		
I have the tools and equipment I need to work efficiently.	Strongly Agree	25%		
voik emclently.	Agree	33%		
	Disagree	33%		
	Strongly Disagree	8%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	58%		
I. Employee safety is valued in my work unit.	Strongly Agree	50%		
	Agree	33%		
	Disagree	17%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	83%		
5. People in my work unit are accountable for	Strongly Agree	33%		
delivering results.	Agree	50%		
	Disagree	8%		
	Strongly Disagree	8%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	83%		
6. In the past 12 months, I have had	Strongly Agree	8%		
opportunities to develop the skills I need to do	Agree	58%		
my job.	Disagree	17%		
	Strongly Disagree	17%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	67%		
7. I receive constructive feedback on the work	Strongly Agree	33%		
l do.	Agree	42%		
	Disagree	8%		
	Strongly Disagree	8%		

			Page 40		
		Total N = 12	Supervisors N = 4	Non-Supervisors N = 8	
& C, BSG-NU (Dalton)	N- O-I-I	1015/01000	N-4	14-0	
	No Opinion Total	8%			
		100%			
	Agree/Strongly Agree	75%			
I. I get the information I need to properly do ny job.	Strongly Agree	8%			
, , , , , , , , , , , , , , , , , , , ,	Agree	50%			
	Disagree Strengty Disagree	25%			
	Strongly Disagree	17%			
	No Opinion Total	0%			
		100%			
I am involved in making desiring that offer	Agree/Strongly Agree	58%			
. I am involved in making decisions that affect my work.		33%			
iy work.	Agree	50%			
	Disagree	8%			
	Strongly Disagree	8%			
	No Opinion	0%			
	Total	100%			
	Agree/Strongly Agree	83%			
0. I have the opportunity to do work that	Strongly Agree	25%			
uilds on my strengths.	Agree	58%			
	Disagree	0%			
	Strongly Disagree	8%			
	No Opinion	8%			
	Total	100%			
	Agree/Strongly Agree	83%			
I understand the reasons behind major	Strongly Agree	17%			
ecisions that affect my work unit.	Agree	42%			
	Disagree	25%			
	Strongly Disagree	17%			
	No Opinion	0%			
	Total	100%			
	Agree/Strongly Agree	58%			
2. I receive appreciation when I do a good	Strongly Agree	50%			
ob.	Agree	8%			
7.	Disagree	25%			
	Strongly Disagree	17%			
	No Opinion	0%			
	Total	100%			
	Agree/Strongly Agree	58%			
13. I feel like the work I do is important.	Strongly Agree	67%			
	Agree	25%			
	Disagree	0%			
	Strongly Disagree	8%			
	No Opinion	0%			
	Total	100%			
	Agree/Strongly Agree	92%			
14. In my work unit I feel respected as an	Strongly Agree	50%			

		Total	Supervisors	Non-Supervisors
E & C, BSG-NU (Dalton)		N = 12	N = 4	N = 8
ndividual.	Agree	33%		
	Disagree	8%		
	Strongly Disagree	8%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	83%		

The 2006 NiSource Employee Survey

Breakout Survey Results for BSG / NU - Operations Service Administration

		Total	Supervisors	Non-Supervisors
Operation Servcs Admin-BSG/NU (Walker)		N = 16	N = 4	N = 12
I. I clearly understand what is expected of me	Strongly Agree	38%	Note: To en	sure anonymity,
	Agree	56%		reports are not
	Disagree	6%		ere one group wil
	Strongly Disagree	0%		fewer than 5
	No Opinion	0%	rep	ondents.
	Total	100%		
	Agree/Strongly Agree	94%		
2. I know how my job fits into NiSource's	Strongly Agree	31%		
business strategy.	Agree	50%		
	Disagree	13%		
	Strongly Disagree	0%		
	No Opinion	6%		
	Total	100%		
	Agree/Strongly Agree	81%		
3. I have the tools and equipment I need to	Strongly Agree	19%		
work efficiently.	Agree	81%		
	Disagree	0%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	100%		
4. Employee safety is valued in my work unit.	Strongly Agree	38%		
	Agree	44%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	13%		
	Total	100%		
	Agree/Strongly Agree	81%		
5. People in my work unit are accountable for	Strongly Agree	50%		
delivering results.	Agree	44%		
	Disagree	6%		
	Strongly Disagree	0%		
	No Opinion	0%		
	Total	100%		
	Agree/Strongly Agree	94%		
6. In the past 12 months, I have had	Strongly Agree	31%		
opportunities to develop the skills I need to do	Δαree			
my job.	Disagree	50% 6%		
	Strongly Disagree			
	No Opinion	6%		
	Total	6%		
		100%		
7 I receive constructive feedback on the const	Agree/Strongly Agree	81%		
 I receive constructive feedback on the work I do. 		25%		
	Agree	63%		
	Disagree	6%		
	Strongly Disagree	6%		

	N = 16	Supervisors	Non-Supervisors
	N = 10	N = 4	N = 12
No Opinion	0%		
Total	100%		
Agree/Strongly Agree	88%		
Strongly Agree	19%		
Agree	63%		
Disagree	19%		
Strongly Disagree	0%		
No Opinion	0%		
Total	100%		
Agree/Strongly Agree	81%		
ect Strongly Agree	25%		
Agree	56%		
Disagree	0%		
Strongly Disagree			
No Opinion			
Total			
Agree/Strongly Agree			
Strongly Agree			
Agree			
Disagree			
Strongly Disagree			
No Opinion			
Total			
Agree/Strongly Agree			
Disagree			
Strongly Disagree			
Total			
Agree/Strongly Agree			
Agree			
Disagree			
Agree/Strongly Agree			
Total			
	Total Agree/Strongly Agree Strongly Agree Agree Disagree Strongly Disagree No Opinion Total Agree/Strongly Agree Agree Disagree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Agree Agree Disagree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Disagree No Opinion Total Agree/Strongly Agree Strongly Agree Strongly Agree Strongly Agree Strongly Agree Strongly Agree	Total 100% Agree/Strongly Agree 88% Strongly Agree 19% Agree 63% Disagree 19% Strongly Disagree 0% No Opinion 0% Total 100% Agree/Strongly Agree 81% Agree 56% Disagree 0% Strongly Agree 13% No Opinion 6% Total 100% Agree/Strongly Agree 81% Strongly Agree 6% Strongly Disagree 0% No Opinion 6% Total 100% Agree/Strongly Agree 31% Strongly Agree 31% No Opinion 13% Total 100% Agree/Strongly Agree 38% Strongly Agree 38% Strongly Disagree 6% No Opinion 6% Total 100% Agree/Strongly Agree 38% <	Total 100% Agree/Strongly Agree 88% Strongly Agree 19% Agree 63% Disagree 19% Strongly Disagree 0% No Opinion 0% Total 100% Agree/Strongly Agree 81% ect Strongly Agree 25% Agree 0% Disagree 0% Strongly Disagree 13% No Opinion 6% Total 100% Agree 63% Disagree 6% Strongly Disagree 0% No Opinion 6% Total 100% Agree 31% Strongly Agree 31% Strongly Disagree 13% No Opinion 13% Total 100% Agree 38% Strongly Agree 38% Strongly Disagree 6% No Opinion 6% Total 100%

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				D.T.E. 06-31
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		Total	Supervisors	Non-Supage 45 of 45
Operation Serves Admin-BSG	/NU (Walker)	N = 16	N = 4	N = 12
individual.	Agree	25%		
	Disagree	0%		
	Strongly Disagree	6%		
	No Opinion	6%		
	Total	100%		
	Agree/Strongly Agree	88%		